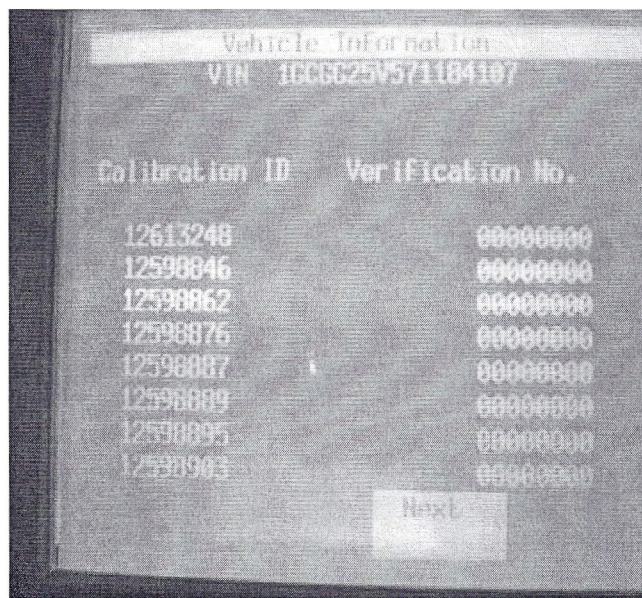


- Allow two hours for the PQC to verify the calibrations and set up the case details.
  - If the PQC determines that the calibrations *ARE* aftermarket calibrations, *DO NOT* contact GM Technical Assistance to discuss warranty concerns on the aftermarket calibrations. *ALL* questions and concerns about warranty should be directed to the dealers Fixed Operations Manager (FOM), (Warranty Manager (WM) in Canada).
- You may call the PQC two hours after submitting the e-mail for authorization to replace the assembly. This will provide them time to receive, review and set up a case on the request. Please be prepared to provide all the usual documentation that is normally required when requesting an assembly authorization from the PQC.

### **Tech 2® Displaying All Zeroes for the Verification Numbers on the Calibration ID and Verification Number Screen**



If the Tech 2® that you are using displays all zeroes for the Verification Numbers as shown, then perform the following steps:

- Update the Tech 2® with the latest software from TIS2WEB.
- Turn OFF the ignition for 90 seconds.
- Connect the Tech 2® to the vehicle.
- Turn ON the ignition, and build the vehicle. Observe the Tech 2® Calibration ID and Verification Number screen for proper operation.
  - If the Tech 2® screen still does not display properly, then turn OFF the ignition for 90 seconds again. Turn ON the ignition and observe the same screen for proper operation.

### **Warranty Information**

- The Dealership Service Management must be involved in any situation that would justify the use of labor operation Z1111.
- Notify the Fixed Operations Manager (FOM) (Warranty Manager (WM) in Canada) of the situation.
- All claims will have to be routed to the FOM (WM in Canada) for approval.